(c) The public grievance redressal machinery has been placed under the charge of Additional Divisional Railway Manager on the Divisons and Additional General Manager on the Zonal Railways.

The aim is to deal symapthetically and quickly with complaints of rail users and to take measures to remove the root causes thereof

Statement

Zone-wise number of complaints received

Zone	Number of complaints received	
	1985-86	1986-87 (April '86 to February '87)
Central	4,479	2,483
Eastern	1,836	2,749
Northern	7,322	7,211
North Eastern	2,014	1,340
Northeast Frontier	330	204
Southern	1,569	1,807
South Central	4,744	1,576
South Eastern	1,716	2,014
Western	547	840
TOTAL	24,557	20,224

Working of Mahnnagar Telephone NiGam, Bombay

1728. DR. BAPU KALDATE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government have taken note of a news item appearing in the Times of India, Bombay dated February 2, 1987 in connection with the working of the Mahanagar Telephone Nigam Ltd., Bombay;

(b) if so, what are the details thereto; and

(c) what steps Government propose to take to streamline the working of the Mahanagar Telephone Nigam Limited in the countiy and especially in Bombay?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI SANTOSH MOHAN DEV): (a) Yes, Sir.

(b) The news item pertained to the delay in answering by the telephone operators manning the boards of demand trunk services to Panwel.

(c) Several long-term, measures have been planned for improvement. Some of the long-term measures are: —

Special training programmes are being designed with the help of the National Productivity Council to bring about a change in attiude and a new work culture in the staff.

For manual trunk services, a computerised system has been planned to improve the effectiveness of operators.

A new incentive schedule has been finalised to improve the *pr*oductivity of the operators.

An extensive rehabilitation programme for replacing old worn, out and life expired equipment has been undertaken.

A massive expansion programme has been undertaken to relieve congestion in the network

Memorandum regarding Extension Programme of Himalayan Timber College, '' Imphal

1729. DR. BAPU KALDATE: Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

(a) whether it is a fact that a Memorandum regarding Extension Programme of the H. T. T College, Imphal under Centrally sponsored scheme has been received by Government;

. (b) if so., what are the mam cemands made therein; and

(c) whether Government have taken any action on the Memorandum?

THE MINISTER. OF STATE IN THE DEPARTMENTS OF. EDUCATION AND CULTURE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPS MENT (SHRIMATI KRISHNA SAHI): (a) The Department of Education of the Ministry of Human Resource Development has not received any such Memorandum.

(b) and (c) Do not arise.

Indian Students studying Abroad

1730. SHRI JERLIE E. TARIANG: Will the Minister of HUMAN RESOURCE DEVELOMENT be pleased to state:

(a) the number of Indian Students studying in other countries; and

(b) whether Government propose to raise the amount of scholarship to students for studying in other countries?

THE MINISTER OF STATE IN THE DEPARTMENTS OF EDUCATION AND CULTURE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (SHRIMATI KRISHNA SAHI): (a) According to available informatinon, about 42, 288 Indian students are at present studying in foreign countries of whom 364 scholars are studying on Government of India scholarship.

(b) The "rates of scholarship payable to students studying abroad on Government of India Scholarship were last revised by Government with effect from 1st April, 1986 as follows;

Undergraduate courses from US $4500 p. a.

M. Tech|Ph. D from US $ 5000 to US 86000 p. a.

There is no proposal to further increase these rates. -

Evil practice of Devdasi

1731. SHRIMATI RENUKA CHOWDHURY Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

(a) whether Government are aware that more than 100 young girls were conver ted into Devdasi at Yellamma Hill in Belgaum District of Karnataka on Maighi Poornia day 'despimte enforcement of AntnDevdasi Act; and

(b) if so, what action Governent pro pose to take against this evil practice still prevailing in various Southern Sta tes of the country?

THE MINISTER OF STATE IN THE DEPARTMENTS OF YOUTH AFFAIRS AND SPORTS AND WOMEN AND CHILD DEVELOPMENT IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (SHRIMATI MARGARET ALVA): (a) we have seen the Press report. Further informamation is being collected from the State Government of Karnataka.